

Need to make a request or report an incident?  
Contact the CCC technicians  
24/7 to get assistance.



# Accessing the Customer Care Center



## INCIDENT



Report urgent issues: broken equipment; unplanned disruption affecting many users

VS.

Ask for non-urgent service: software or items; account requests



## REQUEST

### EMAIL

**customer care@stewart.com** for all non-urgent issues (e.g., error messages, account change requests)



Include:

- A description of your issue or what you need
- Any error information details or screenshots
- Any troubleshooting you have already done
- Best time and method to contact you

Process

- Emails are routed to the appropriate group within two hours.
- You will receive an email confirmation with your ticket number shortly after your email is received.
- If you send an email about an urgent item, follow up with a phone call to the Customer Care Center; reference your ticket number.

### CALL

For urgent issues (e.g., work stoppages, escalations, issues impacting a closing, account resets)



- Toll Free – (877) 800-3132

Phone Menu Options

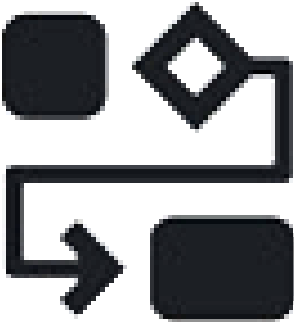
1	For CFPB/TRID issues, AIM+®, TitleWorkPlace™ and Orders Gateway
2	For SureClose®
4	For plant services, including Advanced Title Search & Title Desk®
5	For all system access issues (password resets, account lockouts, etc.)
8	For eSecureFile™, Government Services and eTitleSearch®
0	For all other issues

### ESCALATE

If you previously called and the issue has not been resolved based on the ticket prioritization



- Contact the CCC via phone
- Press 0, and ask to have the issue escalated, or if necessary, to speak to a supervisor



### TICKET PROCESS

Open a ticket by sending an email

Email **customer care@stewart.com** for non-urgent, non-work stoppage issues. For urgent issues, follow up with a phone call; reference the incident number from the email.